

ASSESSOR'S REPORT DECEMBER 2012

Judy Mathiau

December was a very quiet month as far as office traffic but that allowed us the time to reflect on the jobs we have accomplished over the past year and to start making plans for the New Year. As stated in a previous report, we have year-end housekeeping tasks that must be done.

Michelle has been cross training in the **collections office** in order to assist them in the wake of Paula Grenier's resignation. This will create a different flow of work not only for Michelle but also for the code office and assessing office. While Michelle is assisting with collections, we will be interacting more with the day to day traffic in our own office and embracing a larger portion of the administrative paper work.

I have been assisting **Public Works** with their payroll time sheets. I developed a series of spreadsheets that will facilitate the input of their bi-weekly data. Public Works will be able to monitor the employees' work hours, overtime, compensation, sick time and vacation time. Working with excel keeps me on my toes as it has been some time since I have worked with formulated cells and linked data. This was something I worked with on a daily basis while working for the State almost three years ago and I enjoy the challenge!

Michelle attended training at MMA (Maine Municipal Association) titled "Customer Service Excellence Workshop". In summary.....*in today's environment of shrinking budgets and increased public frustration, municipal employees are constantly challenged with how to balance the needs and demands of citizens with exceptional public service. This course will focus on key strategies that public employees can use when interacting with citizens, fellow staff and vendors. Using key customer service techniques, as well as a little humor, participants will be able to learn through interactive discussion and activities how to apply these techniques in their roles as municipal employees and public servants.*

I attended my monthly **assessor's meetings**, including the IAAO Chapter Board meeting in Gray and the mid coast meeting in Thomaston. Our next IAAO Board meeting will be at the new location of the Property Tax Division in Augusta, starting with a tour and ending with a discussion on education for the assessor. We hope to coordinate with the State on educational opportunities and take advantage of their resources for locations and speakers.

Our **tax maps** currently have 45 individual pages; however, I have been able to re-assign map and lot numbers to maps 39 through 45 in order to actually eliminate those map pages. The new lot number assignments designate those parcels to the lower map numbers. This involved edits in the assessing data base as well as the GIS program itself. Once that was accomplished the new tax map generation included them into the other map pages. So we now have only 38 tax map pages. There is still a lot of work to do in making the updated pages even more clear and representative.